
Overview

This standard is for people who service and maintain environmental technology systems that supply the provision in buildings for heat, power, temperature control and/or water

The person carrying out this work must be able to comply with the procedures and methods for servicing and maintaining environmental technology systems in buildings in accordance with the current versions of the appropriate industry standards and regulations, the specification, industry recognised working practices, the working environment and the natural environment. They must have knowledge and understanding of the environmental technology system they are servicing and maintaining and the heat, power, temperature control and/or water system in the building that it is supplying.

Please note that industry specific terminology is identified by *italic* text and its explanation and/or definition can be found in the glossary of this standard.

**Performance
criteria**

To carry out work in accordance with the current versions of *the appropriate industry standards and regulations, the specification, working practices, the working environment and the natural environment*

- You must be able to:
- P1 verify that job information and documentation is current and relevant and that the **plant**, instruments, *access equipment* and tools are fit for purpose
 - P2 produce a risk assessment and method statement in accordance with **organisational procedures** for the work to be carried out, including the identification and use of *personal protective equipment*
 - P3 confirm before work starts that the work location and work area can be accessed safely and has been checked for the risk to other personnel on the **site**, and take appropriate action if a risk is present
 - P4 select materials, **equipment, accessories and components** needed to complete the service and/or maintenance activity and confirm that they are:
 - P4.1 of the right type and size
 - P4.2 fit for purpose in accordance with the **system's** design
 - P4.3 suitable for the **working environment**
 - P5 interpret diagrams and drawings to identify the location of the **system's** associated **equipment, accessories and components** that need servicing and/or maintaining
 - P6 complete safe-isolation as required to ensure the safe disconnection, installation and/or connection of electrical equipment, cables/wiring, associated with the **system**
 - P7 service and/or maintain the **system** and its associated **equipment, accessories and components** in accordance with:
 - P7.1 the **system's** design
 - P7.2 the **working environment**
 - P7.2 manufacturers' instructions
 - P8 replace and/or repair, as required, the **system's** associated **equipment, accessories and component**
 - P9 **test**, as required, the integrity of the **system** and its associated **equipment, accessories and components** on completion of the service and/or maintenance activity

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- P10 commission the associated **equipment, components and accessories**, adjusting safely and effectively the control features in accordance with:
 - P10.1 the **system's** design
 - P10.2 the **working environment**
 - P10.3 manufacturers' instructions
 - P11 confirm with the **relevant people**:
 - P11.1 those necessary variations to the planned programme of work
 - P11.2 the actions to be taken to ensure that any variations to the planned programme of work will minimise the potential for hazard and risk
 - P12 obtain *customer/client* acceptance of the serviced and/or maintained **system** and its associated **equipment, accessories and components** in accordance with **organisational procedures**
 - P13 implement **organisational procedures** for the safe transport and/or disposal of any waste material, substances and liquids in accordance with suppliers' and manufacturers' instructions
 - P14 complete relevant documentation in accordance with **organisational procedures**

Knowledge and understanding

You need to know and understand:

To carry out work in accordance with the current versions of *the appropriate industry standards and regulations, the specification, working practices, the working environment and the natural environment*

- K1 the operation, applications, advantages and limitations of different **systems** and their associated **equipment, components and accessories** in relation to:
 - K1.1 the **working environment**
 - K1.2 the building's heat, power, temperature control and/or water provision and requirements
- K2 the **appropriate industry standards and regulations** relevant to servicing and/or maintaining environmental technology **systems**
- K3 how to verify that job information and documentation is current and relevant and that the **plant**, instruments, *access equipment* and tools are fit for purpose
- K4 how to produce a risk assessment and method statement for the work to be carried out, including the identification and use of *personal protective equipment*, in accordance with:
 - K4.1 the **system's** design
 - K4.2 the conditions of the **working environment**
 - K4.3 **organisational procedures**
- K5 how to interpret diagrams and drawings to identify the location of the **system's** associated **equipment, accessories and components** that need servicing and/or maintaining
- K6 the correct procedures for safe-isolation of electrical supplies
- K7 the methods and techniques for servicing and/or maintaining the **system** and its associated **equipment, accessories and components** in accordance with:
 - K7.1 the **system's** design
 - K7.2 manufacturers' instructions
- K8 the methods and techniques for replacing and/or repairing, as required, the **system's** associated **equipment, accessories and components** in accordance with:
 - K8.1 the **system's** design
 - K8.2 manufacturers' instructions

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- K9 the methods, techniques and procedures used to ensure optimum performance of the **system** and its associated **equipment, accessories and components** on completion of the service and/or maintenance activity
- K10 the methods, techniques and procedures used to **test**, as required, the integrity of the **system** and its associated **equipment, accessories and components** on completion of the service and/or maintenance activity
- K11 how to implement **organisational procedures** for the safe transport and/or disposal of any waste material, substances and liquids in accordance with suppliers' and manufacturers' instructions
- K12 the **organisational procedures** for:
- K12.1 confirming with **relevant people** those necessary variations to the planned programme of work that may have the potential to introduce a hazard and/or impact on the service and/or maintenance work to be undertaken
 - K12.2 confirming with **relevant people** the correct actions to be taken to ensure that any variations to the planned programme of work will not introduce a hazard and have minimum impact on the service and/or maintenance work to be undertaken
 - K12.3 obtaining *customer/client* acceptance of the serviced and/or maintained **system** and its associated **equipment, accessories and components**
- K13 how to complete relevant documentation in accordance with **organisational procedures**

Additional information**Scope related to performance criteria and knowledge and understanding**

The contexts and circumstances below identify where and when the NOS could apply.

1 Working Environment (Internal and/or External)

- 1.1 commercial
- 1.2 domestic
- 1.3 agricultural
- 1.4 horticultural
- 1.5 leisure and entertainment
- 1.6 residential medical and care facilities
- 1.7 *public services establishments*
- 1.8 pre 1919 traditional/historic buildings

2 Systems

- 2.1 solar photo-voltaic
- 2.2 solar thermal
- 2.3 ground source heat pumps
- 2.4 air source heat pumps
- 2.5 micro combined heat and power (micro-CHP/ domestic CHP)
- 2.6 grey water recycling
- 2.7 rainwater harvesting
- 2.8 biomass
- 2.9 micro-wind turbine
- 2.10 micro hydro

3 Equipment, accessories and components

- 3.1 solar voltaic modules/arrays
- 3.3 inverters
- 3.4 isolation and control devices
- 3.5 wind turbines (small scale)
- 3.6 water turbines (small scale)
- 3.7 generators

- 3.8 solar thermal collectors
- 3.9 circulating pumps
- 3.10 expansion vessels
- 3.11 storage vessels
- 3.12 drainback vessels
- 3.13 cisterns
- 3.14 boilers
- 3.15 heat exchangers
- 3.16 heat pumps (non-refrigerant)
- 3.17 accelerators
- 3.18 valves
- 3.19 micro combined heat and power units (micro-CHP/ domestic CHP)

4 Tests

- 4.1 electrical continuity
- 4.2 presence of electrical supply
- 4.3 polarity
- 4.4 insulation resistance
- 4.5 earth-fault loop impedance
- 4.6 pressure tests for pipework systems
- 4.7 static pressure tests
- 4.8 air tests
- 4.9 system hygiene and charging
- 4.10 functional/performance tests

5 Site

5.1 new build construction

5.2 existing building

6 Plant

6.1 generators

6.2 transformers for low voltage hand-tools

6.3 lifting equipment

6.4 *access equipment*

7 Organisational procedures

7.1 information management

7.2 project management

7.3 risk assessment and management

7.4 implementing and monitoring health and safety requirements and issues

7.5 implementing and monitoring issues relating to the *natural environment*

7.6 customer service

7.7 accident reporting

7.8 emergencies

7.9 communication with relevant people

8 Relevant people

8.1 *customers/clients*

8.2 client representatives

8.3 supervisors

8.4 site/contract manager

8.5 other contractors/trades

8.6 members of the public

8.7 work colleagues

Glossary**Appropriate industry standards and regulations for:**

- construction design and management
- controlling noise at work
- controlling asbestos in the work place
- controlling substances hazardous to health
- electricity at work
- gas supply and installations
- managing health and safety at work
- manual handling operations
- personal protection at work
- provision and use of work equipment
- recycling and disposal of waste electrical and electronic equipment
- requirements for electrical installations
- the quality of buildings and building work in England, Northern Ireland, Scotland and Wales
- water supply
- water fittings
- working at heights
- workplace health and safety and welfare

Specification

A verbal and/or documented instruction that is an explicit set of requirements for installing identified systems, equipment or products, to be satisfied by materials, components, design, processes, procedures, data management and/or service(s).

Clients and customers

- purchaser of installation services
- other trades and services at the work site
- colleagues within the same organisation
- architect
- contract manager
- main/sub-contractor

- consultant
- local authority representatives
- work colleagues

A **public services establishment** can be a:

- hospital/medical centre
- school/college/university
- museum/library
- prison
- military base
- car park
- place of worship

Natural environment

The climate, weather and natural resources that effect and are affected by human life and economic activity

Working practices

Methods, techniques and procedures that are adopted for carrying out specific tasks that ensures workers' exposure to hazardous situations is controlled in a safe manner when:

- working with equipment, tools and plant
- working with materials and substances (hazardous and non-hazardous)
- manual handling lifting
- using lifting equipment
- using personal protective equipment (PPE)

Access equipment

- scaffold
- ladders
- steps
- staging
- trestles
- mobile elevated work platform (MEWP)

Personal protective equipment (PPE)

- safety helmets/hats
- hairnets
- gloves
- safety steel toe capped boots/shoes
- safety spectacles/goggles
- face shields/visors
- ear plugs/muffs
- conventional or disposable overalls, boiler suits, aprons, chemical suits
- respiratory protective equipment (RPE)

External Links

Links correct at time of NOS approval:

- Health & Safety Executive Documents <http://www.hse.gov.uk/pubns>
- The quality of buildings and building work in England
<https://www.gov.uk/government/policies/providing-effective-building-regulations-so-that-new-and-altered-buildings-are-safe-accessible-and-efficient>
- The quality of buildings and building work in Wales
<http://wales.gov.uk/topics/planning/buildingregs/?lang=en>
- The quality of buildings and building work in Northern Ireland
<http://www.dfpni.gov.uk/building-regulations>
- The quality of buildings and building work in Scotland
<http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards>
- British Standard 7671 – Requirements for Electrical Installations
<http://www.theiet.org/resources/wiring-regulations/>
- International industry standards and regulations
http://www.iso.org/iso/catalogue_ics_browse?ICS1=27&ICS2=060&ICS3=30&
- The requirements and information on microgeneration
<https://www.gov.uk/government/publications/microgeneration-strategy>

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Original URN	EVTS6/7
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